

Send Consultative Exam No-Show Response Instructions

Access the Website:

1. Open an Internet browser (such as Internet Explorer or Netscape)
2. In the address window type: **eme.ssa.gov**

OR

Click on this link: <http://eme.ssa.gov>

3. Once you have this page up, click on Favorites
 - o Select “Add to Favorites”
 - o In the name field, type **Electronic Records Express**
 - o Click OK
4. Enter your Username
5. Enter the password given to you by phone.

Change Your Password:

If this is the first time you are logging on, you will be required to change your password.

1. Enter the password we gave you in the old password field.
2. Enter a new password that is at least 7 characters long and includes both letters and numbers.
3. Enter the new password again into the Confirm New Password field.

Update User Information:

Your user profile information that we currently have in our records can be modified via the “Modify your account information” link on the Electronic Records Express Website Homepage. If our records are incorrect, change your profile information by performing the following steps:

1. Select the “Modify your account information” link.
2. Enter your new profile information within the appropriate fields.
3. Select the “Modify” button to forward the change.
4. Select the “Submit” button to submit the change.
5. A Confirmation Email will be sent to you once the change is processed.

Send Consultative Exam Report:

- You will need to have the request letter available to enter the required information.
- Look on the right under the **Consultative Exam (CE) Services** heading and select “Send CE No Show Response”. This option will take you to the **Electronic Records Express – Send CE No-Show Response** page to provide information about the request.

Step 1: Enter the 3 character Site from the barcode or select the Destination from the dropdown.

Step 2: Obtain the following information from the Request Letter (these items are usually found under the barcode, if present):

- Enter the Social Security Number (SSN). ***Only send a No-Show response for one SSN with each transaction.***
- Enter the Request ID (RQID).

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- Select the appropriate RF (Routing Field) option, or ‘*No RF or No Barcode*’ if not displayed on the request letter.
- Select the appropriate DR (Document Return Code) option, or ‘*No DR or No Barcode*’ if not displayed on the request letter.
- Enter the CS (Check Sum Digits) if available, or leave this field blank if not displayed on the request letter.
- Select the “Continue” button to proceed to Step 3.

Step 3: Review the Destination and Request Summary.

- Verify the accuracy of the information input in Step 2 against the information displayed on your request letter. If any of the information is not correct, make the corrections via the input fields in Step 2, by selecting the “Edit” button.

Step 4: Select the Reason that describes why the Consultative Exam was not performed.

- In the Comments field, provide an explanation of why the Consultative Exam was not performed and any additional details (e.g., new appointment date).
- Select the “Submit” button to forward this information to the selected DDS office.

Step 5: A confirmation page is displayed to notify you that the transaction has been submitted. A confirmation number is generated for your reference.

Access Keys:

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit	w
Home	m
Prior	p
Send Another Report	r
Send Another Response	r
Submit	b
Try Again	g

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note: To use these keys select the “Alt” button on your keyboard and the access key simultaneously.